



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243

COLLECTION SERVICE BOARD – Meeting Agenda
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM
September 12, 2012 - 9:30 a.m.

Call to Order – Bart Howard, Chairman

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Minutes – July 11, 2012 – Review / Adopt **(Tab 1)**

Chris Whittaker, Assistant General Counsel

- Legal Report **(Tab 2)**

Administrative Report –Donna Hancock, Director

- Location Manager Exam Contract – Update
- Agency Applications with Pending Location Manager Applications - Discussion
- Location Managers Working for 2 Different Agencies at 2 Different Locations - Discussion
- FYI - Complaint Comparison Report - **(Tab 3)**
- 2013 Meeting Calendar – **(Tab 4)**

Location Manager Application Review: Determine Eligibility –

- **Tabs 5-7**

Collection Agency Application Review: Determine Eligibility –

- **Tab 8**

New Business or Unfinished Business

Adjourn

Please turn off or silence cellular phones and pagers during board meeting

Commission/Board meeting will be conducted by permitting participation of the Commission/Board members by electronic means of communication, if necessary. Any member participation by electronic means shall be audible to the public at the location specified above.